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**From:** DHHR Secretary [dhrsecretary@wv.gov]  
**Sent:** 4/10/2020 3:09:30 PM  
**To:** Bell, Aaron L. [Bell.Aaron@epa.gov]  
**Subject:** Automatic reply: [External] EPA Complaint Number 02NO-20-R3

**This mailbox is not monitored 24/7.**

**To report suspected abuse or neglect of a child or an adult, please call the DHHR Abuse/Neglect Hotline (24/7/365): 1-800-352-6513**

To update your address, income or household changes related to benefits, or if you have questions about benefits, please call our Customer Service Center at 1-877-716-1212, M-F, 8 a.m.-5:00 p.m. You may also email [dhrbcfchangectr@wv.gov](mailto:dhrbcfchangectr@wv.gov).

For questions or complaints about any program or services provided by the DHHR as well as Medicaid coverage issues, please call our Client Services Unit at 1-800-642-8589, M-F, 8:30 a.m.-4:45 p.m. You may also email [dhrbcfcs@wv.gov](mailto:dhrbcfcs@wv.gov).

For other topics not listed above, the West Virginia Department of Health and Human Resources will work to address your concerns as soon as possible.